



LaRS Notification Matrix

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LaRS Notification Matrix

1.0 Lender/Service Notices Overview

The Lender Reporting System (LaRS) will be a web-based application that significantly reduces the need for hard-copy correspondence. The majority of correspondence will be either real-time or electronic notifications emailed to the appropriate Lender/Service representative(s). Due to the risk that email sent over unsecured lines could be intercepted, SFA will refrain from including sensitive, detailed information in its notifications. In rare instances, hard-copy notifications will be sent to Lenders through post mail. Each notification will be triggered by a business event. Please refer to the Lender/Service Notification Matrix to see what event is associated with each notice.



LaRS Notification Matrix

2.0 Notification Matrix

#	NOTIFICATION NAME	DESCRIPTION	DRAFT AVAILABLE	RECIPIENTS						DISTRIBUTION METHOD				COMMENTS
				LENDER	SERVICER	SENDER	Regional Partner Services	SFA CFO	OTHER	REAL TIME	EMAIL	PAPER	PHONE	
1	LaRS REASONABILITY FAILURE NOTICE (PAPER-BASED /WEB/FILE TRANSFER LaRS)	Lender/Servicer's submission fails one or more Reasonability Test edits.	See Notice 1											The distribution method is based upon the method used to submit the form. If the form was submitted electronically, then either real-time or email notifications are used. If the form is submitted paper-based, then a paper-based notification will be sent. Regional Partner Services will receive email notifications for those Lenders/Servicers who are paper-based. Regional Partner Services will then mail the notification to the Lender/Servicer.
2	AUTOMATED CLEARING HOUSE (ACH) PAYMENT NOTICE (PAPER) (PAPER-BASED LaRS)	Successful processing of the LaRS resulting in payment being owed to Lender/Servicer via ACH. Payment amount details will be provided, since this version will be sent via postal mail.	See Notice 3A											Regional Partner Services will receive email notifications for those Lenders/Servicers who are paper-based. Regional Partner Services will then mail the notification to the Lender/Servicer.
3	AUTOMATED CLEARING HOUSE (ACH) PAYMENT NOTICE (EMAIL) (WEB/FILE TRANSFER LaRS)	Successful processing of the LaRS resulting in payment being owed to Lender via ACH. Payment amount details will NOT be provided, since this version will be sent via email. The Lender/Servicer will be directed to the LaRS URL instead.	See Notice 3B											
4	LAP ERROR NOTICE (PAPER-BASED LAP)	Lender/Servicer's application errors and a list of correctable items are sent back to the Lender.	See Notice 7											Regional Partner Services will receive email notifications for those Lenders/Servicer who are paper-based. Regional Partner Services will then either mail the notification to the Lender/Servicer or will phone the Lender/Servicer.



LaRS Notification Matrix

#	NOTIFICATION NAME	DESCRIPTION	DRAFT AVAILABLE	RECIPIENTS						DISTRIBUTION METHOD				COMMENTS
				LENDER	SERVICER	SENDER	Regional Partner Services	SFA CFO	OTHER	REAL TIME	EMAIL	PAPER	PHONE	
5	FILE TRANSFER REJECTION NOTICE (FILE TRANSFER LaRS)	ED SFA will notify Lender/Servicer when the transferred file is rejected. (ex. Record counts do not match counts in the trailer record)	See Notice 14			X					X			
6	LaRS ERROR NOTICE (FILE TRANSFER LaRS)	Errors are found when performing hard edits on the file transfer LaRS. A list of correctable items is sent back to the Lender/Servicer.	See Notice 4			X	X				X			
7	LaRS ERROR NOTICE (PAPER-BASED LaRS)	Errors are found when performing hard edits on the paper-based LaRS. A list of correctable items is sent back to the Lender.	See Notice 4			X	X					X	X	Regional Partner Services will receive email notifications for those Lenders/Servicers who are paper-based. Regional Partner Services will then either mail the notification to the Lender/Servicer or will phone the Lender/Servicer.
8	NEGATIVE ACCOUNTS RECEIVABLE NOTICE (PAPER-BASED/WEB/FILE TRANSFER LaRS)	The Net Payment to the Lender/Servicer is less than \$25.	See Notice 8	X	X		X				X	X		
9	LENDER/SERVICER DEACTIVATION CANDIDATE NOTICE (PAPER-BASED/WEB/FILE TRANSFER LaRS)	Records indicate that Lender/Servicer has not submitted a LaRS for its student loan portfolio within the last 180 days.	See Notice 5	X	X		X		X		X	X		The Guaranty Agency is notified as well.
10	LENDER/SERVICER IDENTIFICATION NUMBER DEACTIVATION NOTICE (PAPER-BASED/WEB/ FILE TRANSFER LaRS)	The Identification Number (LID) for a Lender/Servicer is deactivated.	See Notice 9	X	X		X				X	X		



LaRS Notification Matrix

#	NOTIFICATION NAME	DESCRIPTION	DRAFT AVAILABLE	RECIPIENTS						DISTRIBUTION METHOD				COMMENTS
				LENDER	SERVICER	SENDER	Regional Partner Services	SFA CFO	OTHER	REAL TIME	EMAIL	PAPER	PHONE	
11	LENDER/SERVICER IDENTIFICATION NUMBER ACTIVATION NOTICE (PAPER-BASED /WEB LAP)	A unique Lender Identification Number (LID) or Servicer Identification Number is assigned and activated by ED SFA.	See Notice 6			X	X	X				X		
12	USER ID ACTIVATION NOTICE	A unique User ID is assigned and activated by the Department of Education.	See Notice 10			X						X		
13	PASSWORD ACTIVATION NOTICE	A unique Password is assigned and activated by the Department of Education.	See Notice 18			X						X		
14	LENDER/SERVICER PROFILE CHANGE NOTICE (PAPER-BASED/WEB LaRS)	A Lender/Servicer makes a change to its profile information and submits the updated information.	See Notice 11	X	X		X	X			X	X		
15	PENALTY INTEREST NOTICE (PAPER) (PAPER-BASED LaRS)	Penalty interest is approved for payment by SFA. Payment amount details will be provided, since this version will be sent via postal mail.	See Notice 12A	X	X				X			X		Other recipients: FP General Manager and FP Deputy General Manager
16	PENALTY INTEREST NOTICE (EMAIL) (WEB/FILE TRANSFER LaRS)	Penalty interest is approved for payment by SFA. Payment amount details will NOT be provided, since this version will be sent via e mail. The Lender/Servicer will be directed to the LaRS URL instead.	See Notice 12B	X	X				X		X			Other recipients: FP General Manager and FP Deputy General Manager
17	LaRS PROCESSING DELAY NOTICE (WEB/FILE TRANSFER LaRS)	ED will notify Lender/Servicer if system problems are impacting timely processing of their LaRS.	See Notice 13			X	X	X	X		X			Other Recipients: FP General Manager and FP Deputy General Manager
18	DUNNING NOTICE#1 (PAPER) (PAPER-BASED LaRS)	ED will notify Lender/Servicer when Receivable is 30 days late. Outstanding balance details will be provided, since this version will be sent via postal mail.	See Notice 15A	X	X		X	X				X		



LaRS Notification Matrix

#	NOTIFICATION NAME	DESCRIPTION	DRAFT AVAILABLE	RECIPIENTS						DISTRIBUTION METHOD				COMMENTS
				LENDER	SERVICER	SENDER Regional Partner Services	SFA CFO	OTHER		REAL TIME	EMAIL	PAPER	PHONE	
19	DUNNING NOTICE#1 (EMAIL) (WEB/FILE TRANSFER LaRS)	ED will notify Lender/Servicer when Receivable is 30 days late. Outstanding balance details will NOT be provided, since this version will be sent via email. The Lender/Servicer will be directed to the LaRS URL instead.	See Notice 15B	X	X	X	X				X			
20	DUNNING NOTICE#2 (PAPER) (PAPER-BASED LaRS)	ED will notify Lender/Servicer that ED has begun charging interest on late receivables. Outstanding balance details will be provided, since this version will be sent via postal mail.	See Notice 16A	X	X	X	X					X		
21	DUNNING NOTICE#2 (EMAIL) (WEB/FILE TRANSFER LaRS)	ED will notify Lender/Servicer that ED has begun charging interest on late receivables. Outstanding balance details will NOT be provided, since this version will be sent via email. The Lender/Servicer will be directed to the LaRS URL instead.	See Notice 16B	X	X	X	X				X			
22	FILE TRANSFER CONFIRMATION (FILE TRANSFER LaRS)	ED will notify the Lender/Servicer when the data transfer file has been received.	See Notice 17			X	X				X			
23	ORGANIZATION PARTICIPATION AGREEMENT (OPA) ERROR NOTICE (PAPER-BASED/WEB LAP)	Lender/Servicer's OPA has errors and a list of correctable items are sent back to the Lender/Servicer.	See Notice 19	X	X	X						X	X	



LaRS Notification Matrix

3.0 Lender Notification Templates

The following documents are templates for each of the notices described in the Lender/Service Reporting System Notification Matrix. Each notification will be automatically sent if the Lender/Service meets the specified criteria. All notifications are written in standardized templates, which include a subject line (for emails), reason line (identical to the subject line, but used for both emails and paper-based notifications), date, recipient address, greeting, content, and SFA designated contact information. When appropriate, notifications contain fields that are extracted from the database (the values are specific to which Lender/Service the notice is being sent). These fields appear in brackets (<>) on each template. Up to three email addresses each for the Lender and Service can be stored in LaRS to receive email notifications.



LaRS Notification Matrix

NOTICE 1: LaRS REASONABILITY FAILURE NOTICE

Subject: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Your submission for the Quarter Ending <MM/YYYY> has failed certain Reasonability Test edits.

These edits measure the reasonability of the amounts reported when compared to other data reported on the same submission or a previous submission. Failure of these edits has not affected your payment for this billing period. It does, however, indicate a possibility of error in your billing.

Please review your submission in relation to the failed data listed below and submit any corrections and/or adjustments on your next billing.

<Failed data: Format is TBD>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 3A: AUTOMATED CLEARING HOUSE (ACH) PAYMENT NOTICE (PAPER)

Subject: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

A payment will be generated as a result of processing your submission for the Quarter Ending <MM/YYYY>. This payment is scheduled to be deposited by Automated Clearing House (ACH) within <XX> days after <MONTH>< DD>,<YYYY>.

The Net Payment Amount is \$ <XXXXXX.XX>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 3B: AUTOMATED CLEARING HOUSE (ACH) PAYMENT NOTICE (EMAIL)

Subject: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

A payment will be generated as a result of processing your submission for the Quarter Ending <MM/YYYY>. This payment is scheduled to be deposited by Automated Clearing House (ACH) within <XX> days after <MONTH>< DD>,<YYYY>.

For payment amount details, please access LaRS at <LaRS URL>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 4: LaRS ERROR NOTICE

Subject: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Your submission for the Quarter Ending <MM/YYYY> has failed to meet specified ED Office of Student Financial Assistance (SFA) criteria. These errors must be corrected before your invoice for this billing period can be processed.

Please review your submission in relation to the failed data listed below and submit corrections.

<Failed data: Format is TBD>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 5: LENDER/SERVICER DEACTIVATION CANDIDATE NOTICE

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Our records indicate that you have not submitted a LaRS for your student loan portfolio within the last 180 days.

If you do not contact us or submit a LaRS for the above Lender Identification Number (LID) within 30 days from the date of this letter, we will assume that you no longer wish to participate in the Federal Family Education Loan (FFEL) Program under this LID. We will deactivate this LID on our files for all aspects of the program including the filing of claims on loans for which we have not received origination fees.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 6: LENDER/SERVICER IDENTIFICATION NUMBER ACTIVATION NOTICE

Reason: LaRS <LID or Servicer ID> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

This message is to confirm that ED Office of Student Financial Assistance (SFA) has assigned and activated the <Lender Identification Number (LID) or Servicer Identification Number> for <Lender Name or Servicer Name>. The <Lender Identification Number or Servicer Identification Number> for <Lender Name or Servicer Name> at the above listed address is <LID or Servicer ID>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 7: LAP ERROR NOTICE

Subject: <LID or Servicer ID> LaRS <Notification Name>

Reason: <LID or Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Your Security and Lender Application (LAP) has failed to meet specified ED Office of Student Financial Assistance (SFA) criteria. These errors must be corrected before you can participate in the Federal Family Education Loan (FFEL) Program, and before you can receive any subsidized Interest and Special Allowance benefits to which you are entitled. Once corrected LAP information is received, ED SFA will process your application, allowing full participation in the FFEL Program.

Please review your submission in relation to the failed data listed below and submit corrections.

<Failed data: Format is TBD>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 8: NEGATIVE ACCOUNTS RECEIVABLE NOTICE

Subject: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Qtr. # > <YYYY> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

The payment requested on your submission for the Quarter Ending <MM/YYYY> is less than \$25.00. It is ED Office of Student Financial Assistance's (SFA's) policy not to distribute payments less than \$25.00 unless specifically requested to by the Lender/Servicer. If no request is made by you within <XX> days, this payment will be disbursed with your next quarterly submission.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 9: LENDER/SERVICER IDENTIFICATION NUMBER DEACTIVATION NOTICE

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Our records indicate that you have not submitted a LaRS for your student loan portfolio within the last 180 days.

We have deactivated your LID on our files for all aspects of the program including the filing of claims on loans for which we have not received origination fees.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 10: USER ID ACTIVATION NOTICE

Reason: LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

This message is to confirm that ED Office of Student Financial Assistance (SFA) has assigned and activated the following User ID for <Representative's Name> under Lender Identification Number <XXXXXX>.

- The User ID for <Representative's Name> is <XXXXXX#>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 11: LENDER/SERVICER PROFILE CHANGE NOTICE

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>

:

This message is to confirm that you made a change to your profile information on <MM/DD/YYYY>. The profile items that were changed are listed below. If you did not authorize these changes, please contact us immediately.

<Profile Fields>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 12A: PENALTY INTEREST NOTICE (PAPER)

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

ED Office of Student Financial Assistance (SFA) has determined that it owes <Lender Name> <LID> a Penalty Interest payment. This payment is scheduled to be deposited to your account within <XX> days after <MONTH>< DD>,<YYYY>.

The payment amount calculated is provided below.

Interest	\$ <XXXX.XX>
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Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 12B: PENALTY INTEREST NOTICE (EMAIL)

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

ED Office of Student Financial Assistance (SFA) has determined that it owes <Lender Name> <LID> a Penalty Interest payment. This payment is scheduled to be deposited to your account within <XX> days after <MONTH>< DD>,<YYYY>.

For payment amount details, please access LaRS at <LaRS URL>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 13: LaRS PROCESSING DELAY NOTICE

Subject: <LID or Servicer ID> LaRS <Notification Name>

Reason: <LID or Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

ED Office of Student Financial Assistance (SFA) is currently experiencing delays that impact the timely processing of your LaRS. We apologize for this inconvenience.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 14: FILE TRANSFER REJECTION NOTICE

Subject: <LID or Servicer ID> LaRS <file name> <Notification Name>

Subject: <LID or Servicer ID> LaRS <file name> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Your file submission has been rejected by ED Office of Student Financial Assistance (SFA). Please review the failure reason listed below and resubmit.

<Failure Reason: Format is TBD>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 15A: DUNNING NOTICE #1 (PAPER)

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

A review of your account indicates that you have an outstanding balance. To avoid being assessed interest charges, pay the outstanding balance within 30 days. The amount due as of the date of this letter is as follows:

Quarter <u>Ending</u>	Amount <u>Due</u>	Start <u>Date</u>	Int. <u>Rate</u>	Interest <u>Due</u>	Total <u>Due</u>
MM/YYYY	\$xx.xx	MM/DD/YYYY	00.00	\$xx.xx	\$xx.xx

To avoid further action including the assessment of interest charges, please pay the amounts due immediately.

<Payment Instructions>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 15B: DUNNING NOTICE #1 (EMAIL)

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

A review of your account indicates that you have an outstanding balance. To avoid being assessed interest charges, pay the outstanding balance within 30 days.

For account balance details, please access LaRS at <LaRS URL>.

To avoid further action including the assessment of interest charges, please pay the amounts due immediately.

<Payment Instructions>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 16A: DUNNING NOTICE #2 (PAPER)

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Amount(s) that your institution owes the U.S. Department of Education (ED) are seriously delinquent. Interest at the Treasury tax and loan account rates noted below are accruing. The outstanding amount must be paid at once. Previous notifications were sent to you with instructions for satisfying the debt and explaining when interest would start accruing.

The amount(s) due as of the date of this letter are as follows:

Quarter <u>Ending</u>	Amount <u>Due</u>	Interest Start <u>Date</u>	Int. <u>Rate</u>	Interest <u>Due</u>	Total <u>Due</u>
MM/YYYY	\$xx.xx	MM/DD/YYYY	xx.xx	\$xx.xx	\$xx.xx

To avoid further action, please pay the amounts due immediately.
<Payment Instructions>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 16B: DUNNING NOTICE #2 (EMAIL)

Subject: <LID> / <Servicer ID> LaRS <Notification Name>

Reason: <LID> / <Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Amount(s) that your institution owes the U.S. Department of Education (ED) are seriously delinquent. Interest at the Treasury tax and loan account rates noted below are accruing. The outstanding amount must be paid at once. Previous notifications were sent to you with instructions for satisfying the debt and explaining when interest would start accruing.

For account balance details, please access LaRS at <LaRS URL>.

To avoid further action, please pay the amounts due immediately.
<Payment Instructions>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 17: FILE TRANSFER CONFIRMATION

Subject: <LID or Servicer ID> LaRS <file name> <Notification Name>

Reason: <LID or Servicer ID> LaRS <file name> <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

This note is to confirm that the data you submitted via the file transfer has been received by ED Office of Student Financial Assistance (SFA). We estimate that your submission will be processed by <MM/DD/YYYY>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 18: PASSWORD ACTIVATION NOTICE

Reason: LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

This message is to confirm that ED Office of Student Financial Assistance (SFA) has assigned and activated the following Password for <Representative's Name> under Lender Identification Number <XXXXXXX>.

- The Password for <Representative's Name> is <XXXXXXXX#>.

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>



LaRS Notification Matrix

NOTICE 19: ORGANIZATION PARTICIPATION AGREEMENT (OPA) ERROR NOTICE

Subject: <LID or Servicer ID> LaRS <Notification Name>

Reason: <LID or Servicer ID> LaRS <Notification Name>

<Month>< DD>, <YYYY>

<Recipient Name>

<Recipient Street Address>

<Recipient City, State, Zip Code>

Dear <Recipient Name>:

Your Organization Participation Agreement (OPA) has failed to meet specified ED Office of Student Financial Assistance (SFA) criteria. These errors must be corrected before you can file electronically using the LaRS application. Once corrected OPA information is received, ED SFA will process your application, allowing use of the electronic LaRS submission process. Until the corrected form is received and processed, you must use the paper-based LaRS process in order to file for any subsidized Interest and Special Allowance benefits to which you are entitled.

Please review your submission in relation to the failed data listed below and submit corrections.

<Failed data: Format is TBD>

Please direct all questions to:

<SFA Designated Contact Street Address>

<SFA Designated Contact City, State, Zip Code>

<SFA Designated Contact Phone Number>

<SFA Designated Contact Email>